

5. MEDICAL ASSISTANCE

Office or Division:	San Juan Medical Center			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Residents of San Juan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
San Juan Health Card		City Social Welfare and Development		
Requisition of procedure with amount		Attending Physician		
Certificate of Indigence		Barangay		
Valid ID of Patient (Photocopy)				
Valid ID of Patient's Relative (Photocopy)				
Medical Social Service Referral		Hospital Social Welfare and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Patient directly seek medical social service along with the MSS Form No. 1	Accomplish MSS Form No. 1 and forwards to the Medical Social Service or through the patient	None	3 minutes	OPD/ER Nurse or Attending Physician
Provides necessary information to Medical Social Worker	Prepare MSS referral to partner agencies/LGU for medical/financial assistance	None	5 minutes	Medical Social Service Admin/ Admin Aide or Authorized Personnel under MSS
Submit the referral form to concerned agency for approval	Process the medical assistance for patient/relative	None	10 minutes	PAC, DSWD-NCR, PCSO
Directly verify to billing section the status of their request for medical assistance	Receive recommendation of the approved referral for medical assistance	None	2 minutes	Medical Social Worker
	Forwards approved referral to billing section	None	1 minute	

END OF TRANSACTION

Note: The waiting time depends on the process of concerned agencies.